Our Vision

ITA works with a vision to transform the Sultanate of Oman into a sustainable knowledge society by leveraging information and communication technologies to enhance government services, enrich businesses and empower individuals.

“...we have always emphasised the importance of learning and knowledge and we have always been open to the adoption of new developments in this field. Information technology and communications have now become the main elements that move forward the development process in this third millennium; therefore, we have accorded our attention to finding a national strategy to develop the skills and abilities of citizens in this domain with the aim of further developing e-government services. We are closely following the important steps that we have made in this regard.

We call upon all government institutions to speedily enhance their performance, and to facilitate their services, by applying digital technology in order to usher the Sultanate into the constantly evolving spheres for applying knowledge.”

His Majesty Sultan Qaboos bin Said
The Annual Session of the Council of Oman 11th November 2008
Our Vision

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His Majesty Sultan Qaboos bin Said
The Annual Session of the Council of Oman 11th November 2008
Many programs and development projects of socioeconomic significance have been initiated over the past few years. All players in the national economy have been involved in this vision; national young talents are being nourished and empowered, the private sector is expanding its contribution and offering more employment opportunities and the community has been actively participating more than ever.

The ICT sector can no longer be overlooked in the overall plans of national development. This sector has now become the backbone of modernity, development and innovation, and it plays a critical role in driving talents to contribute to the good of the community.

Looking back at what has been achieved in the eighth five-year development plan, I can say that Oman has made impressive leaps in the eGovernment and eServices. Most of our government organizations have adopted the electronic platforms and are competing to offer outstanding and innovative eServices to customers and interacting much more efficiently with their audience. The result is better services and better relationship between customers and the government.

As the world economy is experiencing major challenges, the Sultanate is not an exception. Hence, we work together with all government entities and sectors to drive forward the contribution of SMEs and allow them to offer high quality national products and services to the community. Young Omani are full of aspiration and need no more than a fertile environment and they will thrive. This is why we give extra support to SMEs; their increased contribution can lead us to national self-sufficiency and be able to take up major development projects.

The fast paced technological advancements in the world drive us even more to initiate policies, projects and initiatives that will ensure our national workforce are equipped with the latest technical skills and knowledge and are able to execute projects professionally. We have a bigger responsibility now to localize knowledge and empower the local workforce to innovate and start up their own small and medium enterprises, which in turn will create job opportunities and push the sector forward.

Working together and integrating our efforts and initiatives will enable us at the ITA to bring about a brighter future for Oman under the wise leadership of His Majesty Sultan Qaboos bin Said.

Finally, I would like to thank the ITA employees for all their efforts, dedication and determination to achieve the national strategy for eOman and eGovernment and to help in building the knowledge driven and sustainable economy for Oman. I would also like to thank all the government and private organizations for their active contribution and dedicated cooperation with us.

Dr. Ahmed Mohammed Al Futaisi
Chairman, ITA
The ITA also put emphasis on boosting the cyber security readiness of government organizations to prevent security threats and counter electronic attacks. The eGovernment Transformation Plan, in which we work closely with many government organizations, seeks to simplify procedures and processes and achieve optimal and sustainable operational efficiency. The plan is currently considered a national performance indicator.

The accelerated pace of setting up the National Fiber Optic Infrastructure played a critical role in developing the smart services in the Sultanate. The global indicators confirm that an increase of 10% in the national broadband penetration can lead to an added growth of 1.38% in the GDP.

The new generation of broadband infrastructure, known as the Fiber To The Home (FTTH), can offer high speed internet access and many content-rich applications that require such high speeds to run efficiently. This will have positive implications across the country.

Oman has come a long way in the ICT development. The country was ranked No. 1 across the Arab world and 3rd in the globe in the cyber security readiness. This shows that we are moving in the right track. However, changes in the IT fields are very fast and thus we still have many things to do.

The business sector has also been a key sector in our plans and projects in 2015. Realizing how much this sector could cater for the development of the national economy, we worked closely with the Ministry of Commerce and Industry and launched the 'Invest Easy' portal, which offers to businesses 45 eServices, along with the mobile application that also offers 30 services.

The ITA is a strong supporter of youth initiatives and the spirit of entrepreneurship, and our efforts in this regard culminated in winning the Entrepreneurship Award for the category 'Best Government Entity Supporting Entrepreneurship'. We continue to offer training and qualification opportunities to our youth, help them to overcome obstacles and allow them to leave a strong impression in the national development of Oman.

We continuously strive to boost the contribution of the information technology sector in the national economy, drive Omanization and actively involve SMEs to be part of the targeted economic development. With this in mind, we hope that we can help in reducing the dependence on oil and gas as the two major sources of Oman’s GDP.

At the end, I would like to express my sincerest thanks and appreciation to all those who contributed and supported the development of the ICT sector in Oman including our employees, the employees of our partner government organizations, private sector and SMEs. This report will shed light, supported by date and statistics, on the developments in eoman strategy pillars.

We pray to Allah to grant us guidance and success in all our future endeavors.

Dr. Salim Sultan Al Ruzaqi
CEO, ITA

“The Information Technology Authority (ITA) focused this year on key fields such as the development and addition of more eGovernment services in coordination with a number of government organizations while working hard to promote the development of the Information and Communication Technology (ICT) industry in Oman.”

Dr. Salim Sultan Al Ruzaqi
CEO, ITA
**ITA Board of Directors**

- **HE Dr. Ahmed bin Mohammed Al-Futaisi**  
  Chairman of ITA Board of Directors  
  Minister of Transport and Communications

- **HE Eng. Ahmed Hassan Al-Dheeb**  
  Deputy Chairman of ITA Board of Directors  
  Undersecretary of Ministry of Commerce & Industry

- **HE Hamoud Sangour Al-Zadjali**  
  ITA Board Member  
  Executive President of the Central Bank of Oman (CBO)

- **HE Said Hamdoon Saif Al-Harthy**  
  ITA Board Member  
  Undersecretary of the Ministry of Transport & Communications for Ports and Maritime Affairs

- **HE Dr. Hamed Salim Rashid Al-Rawahi**  
  ITA Board Member  
  CEO of Telecommunication Regularity Authority (TRA)

- **Eng. Matar Saif Al-Ma’amri**  
  ITA Board Member
ITA Management Team

Dr. Salim bin Sultan Al-Ruzaiqi
CEO

Mr. Omar Salim Al-Shanfary
Deputy CEO for Operations

Mr. Yaqoob Dur Al-Balushi
Deputy CEO for Infrastructure & eServices

Mr. Abdulaziz Abdulrahman Al-Kharusi
Director General of Contracts & Procurement
Acting Director General of eServices

Mr. Abdullah Hamood Al-Barwani
Director General of Infrastructure

Eng. Badar Ali Al-Salehi
Director General of Oman National CERT

Dr. Bader Salim Al-Mandhari
Director General of Information Security

Mr. Fahad Sultan Al-Abri
Director General of Digital Society Development

Mr. Khalid Hamed Al-Kharusi
Director General of Information & Awareness

Mr. Mohamed Mohsin Al-Dhahli
Director General of Governance & Advisory

Mr. Maged Boulos
In-charge of Strategic Planning

Mr. Qais Hashil Al-Rubaiei
Director General of Finance & Administration
ITA Executive Summary

Major Achievements in 2015

**Oman ranked 1st**
- In the Arab world in cyber security readiness and 3rd Worldwide

**Donate.om**
- won 1st place at the Government Summit for the category of social affairs

**64.42 Petabyte (a million GB)**
- (a million GB)

**Launching investment portal**
- with 45 eServices and the mobile app with 30 services

**2.42 minutes**
- is the shortest time recorded to create CR online

**273 projects**
- Completed through Innovation & Support Center (ISC), saving OMR 336,292 to the government

**105 total tenders**
- floated through the eTendering system from 10 organizations

**623 consultancy services**
- provided to the government entities

**32,000**
- Microsoft desktop licenses deployed

**57**
- eGovernment Transformation Plans received and reviewed

**67**
- Merchants are live using the ePayment Gateway

**Approximately OMR 10,290,000**
- Amount saved by provided consultancy services

Global Recognition

**World Economic Forum: Global IT Report**

<table>
<thead>
<tr>
<th>Rank</th>
<th>Entity</th>
</tr>
</thead>
<tbody>
<tr>
<td>42</td>
<td>ITA</td>
</tr>
</tbody>
</table>

**Global UN eGovernment Survey: Networked Index Recognition**

<table>
<thead>
<tr>
<th>Rank</th>
<th>Entity</th>
</tr>
</thead>
<tbody>
<tr>
<td>48</td>
<td>64</td>
</tr>
</tbody>
</table>

**World Summit on Information Society (WSIS)**

<table>
<thead>
<tr>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category: ICT Application: e-Employment</td>
<td>Category: Building confidence &amp; security in the use of ICTs</td>
</tr>
</tbody>
</table>

**GCC eGovernment Awards 2015**

- Best Government Website
- National Centre for Statistics and Information
- The best e-government integrated services – Business Sector
- Al-Rafid Fund
- The best Practice in Community e-Participation
- Public Authority for Consumer Protection
- The best Government eService for Business Sector (G2B)
- Ministry of Commerce & Industry
- The best whole-of-government national e-Project
- Royal Oman Police

**Oman National CERT** has been re-elected as Chair of the Board and steering Committee of OIC-CERT (Organization of Islamic Cooperation CERT)
Society and Human Capital Development
From 2007 until the end of 2015, 56,123 citizens were trained in IT skills, to help ITA achieve its goal of eliminating digital illiteracy.

We heard stories of elderly people expressing their happiness over using a computer for the first time, as well as stories of Omani employees who gained the IT certifications they dreamed of long ago. These achievements come under the National IT Training & Awareness Framework (NITTA) initiative which aims to develop Information Communications Technology (ICT) capabilities and increase ICT awareness and proficiency within the government and the community.

NITTA has given rise to the following projects and initiatives which made great strides in 2015:

1.1 Community IT Training (CITT)
The CITT project delivers IT literacy training programs to the community through the use of Community Knowledge Centers (CKC) and Women Community Knowledge Centers (WCKC).

1.2 Government IT Training & Certification (GITTC)
This project aims to provide all Civil Service employees with the information and digital skills to develop their ability to offer eGovernment services.

GITTC Achievements in 2015:
- 83,707 civil servants trained on basic IT literacy since the launch of the program in 2009

1.3 Specialized IT Training (SITT)
Specialized IT training opportunities were granted for Omanis to obtain specialized certificates, thereby increasing the number of holders of specialized certificates in the different IT fields.

The following graphs show the total number of people trained in SITT from 2011 to 2015:

<table>
<thead>
<tr>
<th>Year</th>
<th>Adobe</th>
<th>FOSS</th>
<th>Non-Technical</th>
<th>Oracle</th>
<th>Security</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>196</td>
<td>415</td>
<td>123</td>
<td>383</td>
<td>304</td>
</tr>
<tr>
<td>2012</td>
<td>1566</td>
<td></td>
<td>123</td>
<td>383</td>
<td></td>
</tr>
<tr>
<td>2013</td>
<td>1106</td>
<td></td>
<td>123</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2014</td>
<td></td>
<td></td>
<td>123</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2015</td>
<td></td>
<td></td>
<td>123</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total: 5031

12 partnership agreements
with large companies and government entities signed to support community training

CKC supported internet access
availability in rural areas by using CKC internet connectivity
b) Practical Training & Job Attachment

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>SAP</td>
<td>77</td>
</tr>
<tr>
<td>Crimsonlogic</td>
<td>8</td>
</tr>
<tr>
<td>Najeh (Managed by MSEA)</td>
<td>6</td>
</tr>
<tr>
<td>MS Rangers</td>
<td>12</td>
</tr>
</tbody>
</table>

1.4 Internet Penetration

In 2015, the ITA launched a new project called the Wi-Fi Hotspot

ITA aims to implement Wi-Fi hotspots in public areas as well as tourist attractions in the Sultanate in cooperation with some government and private sector entities.

3 wifi hotspots have already been implemented in Nizwa, Sohar and Salalah.

1.5 National PC Initiative

The National PC Initiative continued in the past two years to distribute PCs to the remaining Social Insurance beneficiaries.

The total number of PCs and modems distributed since the launch of the initiative until the end of 2015 is as follows:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>120,334 PCs</td>
<td>85,000 modems</td>
</tr>
</tbody>
</table>

More than 120,334 PCs

More than 85,000 internet modems (3G & DSL) along with the PC bundle
Enhance eGovernment and eServices
Enhance eGovernment and eServices
ITA put greater emphasis on Enhancing eGovernment and eServices especially in 2015 by implementing the eGovernment Transformation Plan and building government employees’ capabilities in this regard.

This section outlines the ITA milestones in improving and developing government eServices.

2.1 Government SW Licensing
By the end of 2015, the ITA renewed its agreement with Microsoft 2015-2018 to continue its aim to provide 90 government organizations with the latest Microsoft software solutions and technologies.

The following are the benefits that ITA has gained from this agreement from 2009 until the end of 2015:

<table>
<thead>
<tr>
<th>Government SW licensing achievements</th>
<th>Provided training to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>32,000 Microsoft desktop licenses deployment completed</td>
<td>900 Government employees on specialized Microsoft technologies</td>
</tr>
<tr>
<td>4 business projects provided to SMEs</td>
<td>1,000 Technical specialists from job seekers</td>
</tr>
<tr>
<td>90 job attachments provided locally</td>
<td>150 Job seekers in Najeh program</td>
</tr>
<tr>
<td>85 tables &amp; 22 laptops provided to non-profit government organizations</td>
<td>3,000 ITA agreement with Microsoft</td>
</tr>
<tr>
<td>8 job attachments provided internationally in MS-Cairo</td>
<td>Citizens on the basics of Microsoft’s approach</td>
</tr>
</tbody>
</table>

2.2 Consultancy for IT Business Continuity
The National Disaster Recovery Centre (NDRC) aims to offer world class disaster recovery services to support business continuity in the Sultanate.

NDRC Achievements in 2015:
- Released the NDRC construction Request for Proposal (RFP)
- Selected NDRC location

2.3 eGovernment Transformation
The eGovernment Transformation Plan was approved by the Council of Ministers in June 2012, with clear instructions and targets given to all government agencies to improve the quality of the eServices provided to the public. In the previous three years, the ITA worked closely with the government entities to implement the plan.

eTransformation achievements in 2015:
- 5 Consultancy RFPs developed and released
- 4 contracts awarded for:
  - Ministry of Environment and Climate Affairs
  - Ministry of Agriculture and Fisheries
  - Royal Oman Police
  - Ministry of Housing
- 8 Implementation RFPs released for:
  - Ministry of Regional Municipalities and Water Resources (Regional Municipalities)
  - Ministry of Manpower
  - Ministry of Social Development
  - Ministry of Finance (GFMIS)
  - Public Authority for Consumer Protection
  - Ministry of Awqaf and Religious Affairs
  - Ministry of Justice
  - Ministry of Tourism

• Provided consultancy and program management support for major projects:
  - Invest Easy
  - Bayan
  - eHealth Portal
  - eClearance System
  - eVisa
  - eTendering System
  - Muscat Municipality
  - Education Portal
  - Integrated Manpower System
  - Higher Education Portal
Enable ICT Industry Development
Enable ICT Industry Development

Developing the IT industry in Oman in terms of digital content and new mobile or web applications is a key objective for the ITA in 2015. The overall aim is to facilitate the development and promotion of Omani IT products locally and abroad, and ultimately bolstering the Omani economy towards a comprehensive and sustainable development.

3.1 Free and Open Source Software National Initiative

The Free and Open Source Software National Initiative (FOSSI) supports all applications, technologies, and solutions that use FOSS to develop local IT projects and encourage innovation.

FOSSI achievements in 2015

- 2 FOSS labs were launched in Sohar and Ibrí Colleges of Applied Sciences
- 1,048 trainees benefited from FOSS initiative
- 4 educational institutes
  - Namely the MOE, Sultan Qaboos University, Nizwa University, and Middle East College adopted FOSS in their curriculum
- 2nd edition of FOSS conference was organized
- 160 certified trainees on FOSS applications
- 75 awareness sessions were offered to government employees and students
- 64.42 Petabyte is the total FOSS gateway downloads till November 2015

3.2 Sas Programme for Entrepreneurship

Sas Centre for Entrepreneurship provides an appropriate environment for Omani ICT projects to help innovate, create and generate ideas and boost the presence of Small and Medium Enterprises (SMEs) in the Omani economy.

In 2015 the Sas Programme for Entrepreneurship achieved the following:
- Incubated 24 SMEs.
- Over 1.7 million OMR generated by Sas team as business contracts since 2013.
- Conducted 5 awareness sessions in entrepreneurship including Sas 48 competition and eGaming workshop.
- Over 50 job opportunities offered to Omanis in the incubated SMEs.

Groundwork was initiated to establish an E-learning project as the first FOSS based solution. The project is currently incubated in the Sas Center for Virtual Reality.

Sas Ambassadors Event

Sas Ambassadors Event
3.3 Center of Excellence for eContent and Applications Development

The Center of Excellence for eContent and Applications Development aims to establish an eContent industry in the Sultanate as well as to enrich the domestic eContent by providing the suitable environment and infrastructure necessary for meeting the various needs for eContent development. Under the umbrella of the Center of Excellence comes two projects which are:

3.3.1. Sas Center for Virtual Reality

Throughout the past 2 years, Sas Center for Virtual Reality (Sas.VR) managed to deliver skillful Omani talents in virtual reality, 2D, and 3D programs. These talents can now create their own companies to boost the Omani economy.

In 2015 Sas.VR achieved the following:

<table>
<thead>
<tr>
<th>Digitalized Omani Encyclopedia</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trainees trained</td>
</tr>
<tr>
<td>Projects/contracts completed</td>
</tr>
<tr>
<td>Number of employed trainees in projects as outsourced staff</td>
</tr>
</tbody>
</table>

360
10
43

142,000 OMR

3.3.2 Sas Center for Mobile Applications Development

As a soft launch of the Sas Center for Mobile Applications Development, the Center started training its first batch of 54 students in mobile apps development. The official launch of the center is planned in the first quarter of 2016.

3.4 Innovation and Support Center (ISC)

The Innovation and Support Center (ISC) provides the following services to customers:

- Hosting & cloud services
- Annual Maintenance Contract (AMC)
- Time and Materials projects (TAM)
- Training and consultation services

ISC Achievements in 2015

| 15 |
| Number of provided Annual Maintenance Contracts with total revenues of OMR 126,000 |
| 26 |
| Number of completed projects with total revenues of OMR 38,803 |
| 7 |
| Number of workshops conducted on Microsoft technologies and solutions for 55 participants with total revenues of OMR 13,750 |
| 65 |
| Number of delivered technical consultations to enhance eGovernment services and infrastructure |

Provided ISC hosting service as the following:

| 10 |
| Emails hosting with a revenue of OMR 34,640 |
| 13 |
| Web hosting with a revenue of OMR 5,653 |
| 3 |
| SharePoint hosting with a revenue of OMR 5,340 |
Information Security & Cyber Security
Providing a secure environment that guarantees the protection of computer users, whether during internet surfing or domestic use, is a key objective of the Information Security Division and the National CERT. Over the past years and since the establishment of ITA, these two divisions have made great progress in building the community trust on using eServices and in raising awareness on the right uses of ICT.

4.1 Information Security Division (ISD)
The main services offered by the ISD include government network and portal protection, secure internet access, end-point security, security operations, security assessment, and security consulting.

4.2 Oman National CERT
The Oman National Computer Emergency Readiness Team (OCERT) addresses the issues of cyber threats and risks, keeping up-to-date with the advancement of the ever-changing cyber security threats in Oman’s cyberspace. The center ensures the resilience and protection of Oman’s cyberspace and the protection of critical national information infrastructure. Below are the areas that the center focuses on and the services and achievements during 2015.

Cyber Security Monitoring & Cyber Security Intelligence Gathering
OCERT’s cyber security monitoring services monitors live sites for discovering advanced persistent threat and attack attempts and reports such to the constituents. The OCERT’s Intelligence Gathering team continuously monitors the cyber-space of Oman against cyber-attacks. Such monitoring is considered one of the most proactive cyber security services offered by OCERT.

ISD achieved the following in 2015

| Drafted and finalized the General Information Security Policy for the Government | 398,118 |
| Drafted and finalized the Government Network Security Architecture Framework | 4,872,081 |
| Attacks prevented against government portals | 461 |
| Attacks prevented against government networks | 246 |
| Solved and closed more than 461 performance and availability incidents with an 80.37% response rate | 144 |
| Visits conducted to different government entities to support them in securing their networks and systems | 14,585 |
| Enhanced ISD Security Event and Monitoring System by implementing additional 144 attack use cases | |
| Secured additional 11 government portals | |
| Analyzed over 640 spyware and over 8,200 viruses and malwares | |
| Conducted 4 assessments on 4 mobile applications | |
| (in addition to Vulnerability Assessment, Web-level Penetration Testing, Network-Level Penetration Testing, Security Architecture Review, and Policy Review which was included already) | |
| Provided over 17 security consultations to different organizations | |
| Activated ITA ISO Role and conducted 58 audits | |
| Spent over 14,585 direct technical hours with government customers to help them improve the security and protection of their information and information systems | |
| Improved the visualization and graphics of ISD monitoring by using open source graphical interfaces to create more than 10 new dashboards | |
| Enhanced 5 different ISD and ITA security concepts and architectures to cater for new emerging cyber threats | |

Websites scanned and discovered over 26,947 vulnerabilities

Attacks prevented against government networks

Implemented more than 1,229 change requests related to the services provided by ISD with 82.2% implementation rate

Responded to more than 677 security incidents and created 677 detailed incident reports to the different customers

Prevented over 10,823 web violations

Drafted and finalized the Government Network Security Architecture Framework

Enhanced the Security Assessment Service to include Mobile Application Security Assessment and Cyber Security Capability Maturity Assessment

Website scanned and discovered over 26,947 vulnerabilities

10,823

2nd National Cyber Drill
Information Security and Cyber Security

OCERT Vulnerability Assessment and Penetration Testing
In 2015, OCERT conducted 15 comprehensive Security Vulnerability Assessments, Penetration Testing and Verification Tests for government organizations and critical national information infrastructure organizations.

The below graphs illustrate these assessments:

Cyber Security Incidents Management and Response
The services provided in this area are:

- Preventing incidents & reducing their impact
- Performing penetration testing & vulnerability assessment
- Cyber security research & analysis
- Monitoring cyber threat level changes
- Announcement of intrusion alerts, vulnerability warnings through TNAS
- Log analysis

On delivering these services, OCERT achieved the following:

5,932
Discovered and handled 5,932 real and serious cyber security attacks targeting Oman's cyber space

298
Discovered 298 damaging malwares

Responding to reported security incidents
- Providing short-term recommendations actions
- Website Monitoring of Government Organizations/CNI
- Sharing the security related information
- Coordinating with regional & international CERVs to handle the incidents

Network Application Vulnerabilities in 2015
- High: 38%
- Medium: 21%
- Low: 41%

Web Application Vulnerabilities in 2015
- High: 16%
- Medium: 37%
- Low: 47%
Published 1,292 Security Threat Notification and Alerts (TNAS) on cyber security threats to OCERT constituents

Handled and responded to more than 449 real cyber security incidents reported to OCERT by government, Critical National Information Infrastructure organizations, local law enforcement agencies and the general public.

OCERT Cyber Security Incidents Response

On the cyber security incidents response, the below graphs illustrate the number of incidents received and handled, as well as the Threat Notification and Alert Service:

<table>
<thead>
<tr>
<th>Incidents handled</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
</tr>
</thead>
<tbody>
<tr>
<td>139</td>
<td>107</td>
<td>86</td>
<td>177</td>
<td></td>
</tr>
</tbody>
</table>

Total Incidents Responses in 2015:

Digital Forensics

The Digital Forensics services at OCERT preserve evidence in its most original form while performing investigations. The investigation on the digital information/devices includes acquisition, examination and analysis that can contribute to establishing useful reports to be used in courts of law. OCERT’s Digital Forensics offers numerous services and consultancy to the local law enforcement organizations.

The below chart explains the types of digital forensics that can be investigated by the center:

OCERT’s Digital Forensic services achieved the following:

- Completed the building phase of the National Digital Forensics lab
- Conducted on-the-job training for 8 people from a local law enforcement organization
- Conducted basic and advanced training on Digital Forensics for more than 16 specialists from law enforcement entities
- Handled 24 digital forensics cases with 99 evidence devices including computers, mobile phones, external hard disks and USBs on cyber-crime cases in Oman

Digital Forensic Cases Classifications

Digital Forensic Evidences
Cyber Security Training
Cyber security training workshops, seminars and conferences are designed to improve the capabilities of cyber security awareness advocacy in the Sultanate.

In this regard, OCERT achieved the following in 2015:
- Conducted two information security certification training for government entities:
  - Certified Chief Information Security Officer (CISO) from EC-Council attended by 11 delegates from different government organizations
  - ISO/IEC 27001:2013 Lead Implementer from British Standard Institute (BSI) attended by 14 delegates from different government organizations
- Achievements of WAAY Program:
  - Conducted 4 cyber security awareness sessions attended by 250 people from different government organizations
- Achievements of Child Online Protection (COP) program:
  - 37 new cyber security ambassadors joined the OCERT ambassadors program
  - Total cyber security ambassadors are 574
    - Public: 147
    - Academia: 269
    - Professional: 158

Regional and International Cyber Security Cooperation
Oman National CERT manages and operates the first regional Cyber Security Center of the United Nation’s specialized ICT agency, the International Telecommunication Union (ITU), offering cyber security services to the Arab region.

The ITU-RCC offers a wide range of cyber security services including:

<table>
<thead>
<tr>
<th>ITU-RCC Cyber Security Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Strategy &amp; Governance</strong></td>
</tr>
<tr>
<td>National Cyber Security Strategy (NCS)</td>
</tr>
<tr>
<td>Critical National Information Infrastructure Protection (CNIIP)</td>
</tr>
<tr>
<td><strong>Child Online Protection (COP) Framework</strong></td>
</tr>
<tr>
<td>ISMS Gap Analysis</td>
</tr>
<tr>
<td>PKI Framework</td>
</tr>
<tr>
<td><strong>Capacity Building</strong></td>
</tr>
<tr>
<td>Specialized &amp; Customized Cyber Security Training</td>
</tr>
<tr>
<td>Workshops, Conferences, Seminars</td>
</tr>
<tr>
<td>High Level Briefing &amp; Awareness Sessions</td>
</tr>
<tr>
<td>Exercises</td>
</tr>
<tr>
<td><strong>Emergency Incident Response</strong></td>
</tr>
<tr>
<td>CIRT Assessment</td>
</tr>
<tr>
<td>CIRT Implementation</td>
</tr>
<tr>
<td><strong>Technical Services &amp; Information Sharing</strong></td>
</tr>
<tr>
<td>Cyber Drill Exercises</td>
</tr>
</tbody>
</table>

Regional and International Achievements:
- Conducted and organized the following:
  - The 4th Regional Cyber Security Summit
  - Cyber drill exercise and workshop for the region in Egypt
  - Cyber security management workshops and Ethical Hacking training in Djibouti
  - Hosted UNIDIR International Law and State Behavior in Cyberspace Series Eurasia Regional Seminar
  - Site visit to Kenya National Computer Incident Response Team Coordination Center (Ke-CIRT/CC) for the FIRST membership
  - Cyber security cooperation with Cyber Security Malaysia resulted in signing an MOU for cyber security cooperation
- Participated and attended in the following:
  - ITU Regional Strategy Workshop on Child Online Protection (COP) in Egypt for the Arab Region
  - Seminar on “Security & Data Protection on the Cloud” in Tunis
  - ITU security workshop “Global Cyber Security Challenges Collaborating for Effective Enhancement of Cyber Security in Developing Countries” – Geneva
  - Cyber Experts’ Fellowship: Developing national and regional frameworks for Cyber Ethics and Governance in the MENA and Gulf regions, Protection Group International (PGI), UK
  - Cyber-security Alliance for Mutual Progress (CAMP) – Korea
  - The Annual General Meeting and Conference of the Forum of Incident and Security Teams (FIRST) in Berlin
  - Middle East Cyber Security Exhibition and Conference
  - The development of a cyber-security framework for the OIC Organization on Cyber terrorism and violence
Governance, Standards and Regulations
Consultancy services provided by this division saves huge amounts of money for the government every year as it provides services including:

RFP/RFI/RFQ development, evaluation of tender proposals, budgeting, HR sizing, IT job description, infrastructure solutions and architectures, quality assurance, review and development of business continuity plans. This division also performs an IT-governance consultancy and IT assurance consultancy, to ensure the implementation of IT initiatives, projects and systems in compliance with the e.oman strategy, standards and policies.

5.1 Standards Review Governance & Advisory

Achievements in 2015

Provided 628 consultancy services to government entities

- Stored architecture information on e-KIT tool of 16 government organizations
- Updated version
- Secured additional 11 government portals

Saved approximately OMR 10,290,000

By offering consultancy services to ministries and government businesses
National Infrastructure Development
National Infrastructure Development
The ITA is responsible for the development and implementation of the IT infrastructure in Oman to help other government and private sector entities to offer online services to citizens and keep them abreast of the latest technologies.

This section outlines the infrastructure projects, their progress and achievements in 2015.

6.1 eVisa
The eVisa project transforms the existing manual processes to an automated electronic process that integrates online payment procedures through the ITA’s ePayment Gateway. In this regard the ITA achieved the following in 2015:

6.2 Public Key Infrastructure (PKI)
The National Digital Certification Center (NDCC) supports the set-up of trusted spaces by using encryption, authentication and digital signature functions. These trusted spaces will help to provide confidentiality of information, identification and authentication of citizens/users at a confidence level deemed necessary to maintain security of electronic transactions and exchanges.

The following are the center achievements:
1) By 2015, NDCC successfully completed the PKI integration with 13 entities including the ITA. The integration was done with the following PKI services:
   - National ID/resident cards secure authentication to government portals and electronic services
   - Mobile PKI authentication to government portals and electronic services
   - Documents and transactions electronic signature
   - Time stamping for server signing
   - OCSP for server signing
   - Signature verification

2) NDCC has completed different PKI integration with 22 systems for 12 government and private entities which are:
   - Ministry of Commerce and Industry
   - Ministry of Health
   - Ministry of Manpower
   - Bank Dhofar
   - Public Prosecution
   - Muscat Municipality
   - Al Raffd Fund
   - National Center for Statistics & Information
   - ROP DG of Customs
   - Public Authority for Social Insurance
   - ITA
   - Ministry of Environment and Climate Affairs

3) Issued 6 million certificates (authentication and electronic signature) in ID/resident cards.
4) Issued 1,271 MPKI certificates (authentication electronic signature) for PKI enabled SIM cards by Omantel and Ooredoo.
5) Generated a number of 91 SSL certificates for portals and websites.
6) Generated a number of 86 PKI corporate tokens for government employees.

**eVisa achievements in 2015**

- **Completed the integration between eVisa’s various systems**
  (end to end) and the government started testing the interaction between them for acceptance purposes

- **Successfully completed the eVisa**
  Components Testing for APP, EE, ICE and VIS.

- **Built and configured the eVisa infrastructure**
  in all 4 locations: ROP HQ, ROP DR, RL1 and RL2

- **Completed data migration and synchronization between**
  the existing system and the new eVisa system.

- **Signing Agreement with Oman Broadband Company**
6.3 ePayment Gateway
The key mission of the ePayment Gateway is to provide secure, fast, flexible and quality payment solutions for online commerce services. Below are the ePayment achievements from 2011 until 2015.

- 67 merchants are now live using the MiGS Gateway (24 government entities, 19 charities and 24 private companies)
- 40 million OMR cumulative transactions done through the MiGS gateway
- Signed agreement with bank muscat for new ePayment gateway (Cyber source)
- ITA and bank muscat has come into agreement to reduce merchants’ fees to the minimum for both internet payment gateways
- 8 ITA merchants are live using the new ePayment gateway

In 2015, the NCC received 83,507 calls, as shown in the diagram below:

<table>
<thead>
<tr>
<th>Overall Query Type</th>
<th>11,354</th>
<th>3,574</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public Key Infrastructure (PKI)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kiosk</td>
<td>3,374</td>
<td>49,898</td>
</tr>
<tr>
<td>National PC Initiative (NPC)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Donations</td>
<td>814</td>
<td></td>
</tr>
<tr>
<td>e.Payment</td>
<td>91</td>
<td></td>
</tr>
<tr>
<td>Gov.Network</td>
<td>58</td>
<td></td>
</tr>
<tr>
<td>Kiosk General</td>
<td>11</td>
<td>884</td>
</tr>
<tr>
<td>Community Knowledge Centers (CKC)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>e.oman Portal</td>
<td>432</td>
<td>12,808</td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td>43</td>
</tr>
<tr>
<td>Information Security Division (ISD)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>National Data Center (NDC)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

6.4 National Data Center
The National Data Centre (NDC) is a state-of-the-art facility designed and built to provide a multi-tenant and highly available data center for all government entities to host their primary IT or disaster recovery solutions.

In 2015 the NDC achieved the following:
- NDC hosts 36 customers as follows: 22 Government entities, 3 Internal ITA projects, 6 National projects, 4 Government companies
- NDC exceeded the target of availability during the past five years by 99.67%

6.5 Oman Government Network
The state-of-the-art Oman Government Network links all ministries and government entities to enhance the delivery of a range of eServices.

In this regard, the project achieved the following in 2015:
- Connected 75 government entities
- Connected more than 1,040 sites
- Implemented OGN online services
- Implemented a NetFlow system for monitoring Government Network links
- Connected ITA to GCC eGovernment MPLS network

This table shows the number of transactions done and their value in OMR from 2011 until 2015:

<table>
<thead>
<tr>
<th>Year</th>
<th>Transactions</th>
<th>Value in OMR</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>2,269,770.820</td>
<td>69,365</td>
</tr>
<tr>
<td>2012</td>
<td>4,283,269.814</td>
<td>125,512</td>
</tr>
<tr>
<td>2013</td>
<td>11,738,630.967</td>
<td>241,265</td>
</tr>
<tr>
<td>2014</td>
<td>8,356,933.411</td>
<td>243,025</td>
</tr>
<tr>
<td>2015</td>
<td>9,250,770.749</td>
<td>281,410</td>
</tr>
</tbody>
</table>

6.6 National Contact Center
The National Contact Center (NCC) provides an efficient response management to ITA projects and initiatives. NCC is responsible for handling all incoming calls from the public and assist in resolving their queries.
The below chart shows the number of calls received based on the query type:

- Request
- Disconnected
- Others / Test
- Query
- Complaint

6.7 G-Cloud

The G-Cloud project is envisioned to setup a shared infrastructure including server, network, storage, applications where all IT infrastructure requirements of government entities are met. With G-Cloud in place, Ministries and government entities can focus on their core business, reducing the IT budget, increasing their agility and providing their ICT services at a reduced cost.

The G-cloud project team achieved the following milestones in 2015:
- Implemented 5 Infrastructure as a Service (IaaS) for 5 government entities:
  - Information Technology Authority
  - Ministry of Health
  - National Centre for Statistics and Information
  - Ministry of Information
  - Public Authority of Manpower Register
- Established self-service portal for G-Cloud access
- Migrated e.oman projects into the G-cloud successfully
- Hosted the below projects:
  - eTendering
  - Open Data Portal
  - Internal IT for ITA
  - eHealth Portal
  - HINAI (Ministry of Health)
  - Data Portal
  - Public Portal
  - Oman Info

6.8 eTendering

- Tendering has been rolled out to the following 11 ministries and government entities:
  - Ministry of Transport and Communications
  - Information Technology Authority
  - Ministry of Housing
  - Ministry of Tourism
  - Ministry of Commerce and Industry
  - Ministry of Awqaf and Religious Affairs
  - Sultan Qaboos University
  - Ministry of Education
  - Ministry of Higher Education
  - Public Prosecution
  - Majan Electricity Company

6.9 Integration Platform

ITA plays a central role in facilitating intra-government communication and exchange of data. In mid-2015, the integration platform was put into service in its latest adaptation and over 30 services were migrated to the platform. ITA currently processes thousands of requests of daily real-time data exchange between government organizations e-services such as Invest Easy and the Educational Portal. Among the government organizations that are using the integration platform are the Ministry of Education, Ministry of Health, Muscat Municipality, Royal Oman Police, and the Central Bank of Oman.

Since its launch in July, and up until December 2015, the Integration Platform has served over 4.5 million requests, and currently hosts over 20 organizations in the production environment spanning 38 services.

The chart below illustrates the platform achievements:
Promotion & Awareness

One of the main areas of focus during 2015 is the development of promotional and awareness campaigns to encourage a community trend towards using electronic services and to promote the indicators and accomplishments globally. These goals are achieved through the following activities and campaigns that were done throughout the year:

7.1 Promotional and Awareness Campaigns

During 2015, the ITA achieved certain objectives by organizing a number of seminars and workshops, participating in some exhibitions and conferences and by issuing certain publications. Below are some of the mediums used:

- **Digital marketing campaigns**: to promote electronic services.
- **The Imagine Cup local finals and semi-finals in Bahrain**.
- **The 2nd Free & Open Source Software Conference**.
- **10 cyber security conferences and seminars**.
- **The 2nd National Cyber Drill Exercise and workshop**
- **A community discussion platform** with media, social media users and citizens under the name (Shurkum)

### Events, seminars, workshops and conferences

- **COMEX Expo**
- **Salalah Festival**
- **4th GCC eGovernment Conference, Award and Exhibition**
- **Kuwait INFOCONNECT expo**
- **Gitex**
- **SQU Career & Training Opportunities Fair**

**A community discussion platform**

with media, social media users and citizens under the name (Shurkum)

<table>
<thead>
<tr>
<th>Digital marketing campaigns to promote eServices</th>
<th>The Imagine Cup local finals and semi-finals in Bahrain</th>
<th>The 2nd Free &amp; Open Source Software Conference</th>
<th>10 cyber security conferences and seminars</th>
<th>The 2nd National Cyber Drill Exercise and workshop</th>
<th>Oman Summer of Code Ceremony</th>
<th>World Information Society Day</th>
<th>Earth Hour</th>
<th>Training in cyber crimes for ROP</th>
</tr>
</thead>
<tbody>
<tr>
<td>e.oman promotion at international platforms such as Gitex, Kuwait, Geneva, Bahrain, UAE, Bangkok, China, French UNESCO and Lebanon UNESCOWA</td>
<td>Oman Government Network Workshop</td>
<td>2nd National Cyber Drill</td>
<td>Mobile PKI seminar</td>
<td>Regional Cyber Security Summit</td>
<td>Sas Centers anniversary and open day</td>
<td>Sas VR awareness days with tourism, oil &amp; gas and education sector</td>
<td>Oman Summer of Code Ceremony</td>
<td>World Information Society Day</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Oman Summer of Code Ceremony</td>
<td>World Information Society Day</td>
<td>Earth Hour</td>
<td>Training in cyber crimes for ROP</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

The ITA promoted e.oman projects through different platforms including:

- COMEX Expo
- Salalah Festival
- 4th GCC eGovernment Conference, Award and Exhibition
- Kuwait INFOCONNECT expo
- Gitex
- SQU Career & Training Opportunities Fair
Promotion and Awareness

Competitions
The ITA organized some competitions to reach out to its target audience and publicize its projects

<table>
<thead>
<tr>
<th>Competition</th>
<th>Wikipedia Writing Competition</th>
<th>Open Streets Map Online Competition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sas48 Contest</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Publications
ITA Annual Report 2014
Daily newsletter from COMEX Expo
Infographic on Sas Centers achievements

7.2 Online Media and Marketing
The following statistics and graphs illustrate the online campaigns as well as the activity of the ITA social media accounts throughout 2015:

Twitter: @eoman_ita
Followers: 24.1K
Average tweets
Per day: 13
Per month: 200

7.2 Online Media and Marketing

e.oman Twitter account interactive statistics in 2015

Most effective campaigns in 2015

1. Cyber Security Summit
   29-30 March 2015
   Cybersummit
   #cssummit
   Impressions of e.oman tweets 2,438,811
   Total reach 101,726
   Total retweets 647
   Total followers 10,369
   Total users 574
   Total page views 173,257,540
   Total donations (OMR) 5,333
   Hashtags used on Twitter
   Total reach 2,749
   Total followers 10,369
   Hashtags used on Twitter
   Total reach 2,438,811
   Total followers 10,369
   Hashtags used on Twitter

2. Free & Open Source Software Conference (FOSSC)
   18-19 February 2015
   FOSS_Oman
   #FOSS_Oman
   Impressions of e.oman tweets 41,156
   Total reach 229.6k
   Total retweets 41,156
   Total followers 500+
   Total users 574
   Total page views 173,257,540
   Total donations (OMR) 5,333
   Hashtags used on Twitter
   Total reach 2,749
   Total followers 10,369
   Hashtags used on Twitter
   Total reach 2,438,811
   Total followers 10,369
   Hashtags used on Twitter

3. Donations Portal for Charitable Organizations during Ramadan 2015
   www.donate.om
   lets_donate
   #1.6k
   Number of tweets 1,214
   Users retweeted 2,438,811
   people potentially reached
   Total donations (OMR) 5,333
   Total donators 173,257,540
   Hashtags used on Twitter
   Total reach 2,749
   Total followers 10,369
   Hashtags used on Twitter
   Total reach 2,438,811
   Total followers 10,369
   Hashtags used on Twitter

4. Online Media and Marketing

Donate.om mobile iOS app new installs 883
Donate.om mobile Android app new installs 691

5. Online Media and Marketing

Donate.om website statistics
Total users 9,548
Total page views 61,205
Donate.om mobile iOS app new installs 883
Donate.om mobile Android app new installs 691

6. Online Media and Marketing

Donate.om app
Total donations (OMR) 5,333
Total donators 173,257,540
### Most effective Campaigns in 2015

#### 4. Sas48 Competition
16-19 September 2015

<table>
<thead>
<tr>
<th>Hashtags used on Twitter</th>
<th>Posts</th>
<th>Total reach</th>
<th>Impressions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sas48 ساس48</td>
<td>860</td>
<td>1,19Mn</td>
<td>3.4Mn</td>
</tr>
</tbody>
</table>

#### Instagram
- @eoman_ita
- eoman_ita
- eomanITA

- 10,664 Instagram followers
- 125,896 Instagram likes received
- 8,316 Instagram comments received
- 914 Instagram posts (photos & videos)

#### Facebook
- @eoman_ita

- 11,688 Facebook total page likes
- 957 Facebook posts about ITA’s projects & campaigns (photo albums, PRs, videos, posts)
- 1,356 Facebook video views
- 200k Facebook total page reach

#### YouTube
- @eomanITA

- 1,404 YouTube subscribers
- 411,642 YouTube watch time (minutes)
- 502,132 YouTube views
- 93 YouTube total posts

The graph below illustrates the type of inquiries received through e.oman@ita.gov.om

- **Technical issues in the ITA websites**: 23%
- **Asking for information about e.oman projects**: 8%
- **Sponsorship**: 4%
- **Asking for training chances**: 13%
- **Asking for vacancies**: 29%
## ITA Website

<table>
<thead>
<tr>
<th>Page views</th>
<th>659,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Most visited pages</td>
<td>166,737</td>
</tr>
</tbody>
</table>

- The Arabic ITA website main page (visits)

<table>
<thead>
<tr>
<th>ITA jobs page (visits)</th>
<th>27,177</th>
<th>49.56%</th>
</tr>
</thead>
<tbody>
<tr>
<td>of ITA website visitors use mobile phones and tablets to visit ITA website</td>
<td>134,792</td>
<td>50.43%</td>
</tr>
<tr>
<td>54% are new users</td>
<td>23,632</td>
<td></td>
</tr>
</tbody>
</table>

## ITA Printed Articles

### Keen on cooperation in information technology

MINISTRY OF INFORMATION AND COMMUNICATIONS TECHNOLOGY AND E-SERVICES (MICT) Ministry of Information and Communications Technology (MICT) and the Information Technology Authority (ITA) to discuss cooperation in the field of cybersecurity and the efforts to raise the level of awareness and understanding of cybersecurity among citizens.

### Sultanate bags 2 awards for e-government mobile apps

The Ministry of Information and Communications Technology (MICT) and the Information Technology Authority (ITA) to discuss cooperation in the field of cybersecurity and the efforts to raise the level of awareness and understanding of cybersecurity among citizens.

### ITA, OIC to provide high-speed network for OIC

The Ministry of Information and Communications Technology (MICT) and the Information Technology Authority (ITA) to discuss cooperation in the field of cybersecurity and the efforts to raise the level of awareness and understanding of cybersecurity among citizens.

### Sultanate shines at eGovernment awards

The Ministry of Information and Communications Technology (MICT) and the Information Technology Authority (ITA) to discuss cooperation in the field of cybersecurity and the efforts to raise the level of awareness and understanding of cybersecurity among citizens.

### ITA open meeting seeks opinion from public

The Ministry of Information and Communications Technology (MICT) and the Information Technology Authority (ITA) to discuss cooperation in the field of cybersecurity and the efforts to raise the level of awareness and understanding of cybersecurity among citizens.
Operational Excellence
Work quality and environment at ITA are ensured to be at its best through the Operational Excellence department. The department is responsible for the following:

- **Quality Management System**
  Ensuring compliance to international quality standards ISO 9001 throughout the ITA, implementing Quality Management System as well as streamlining processes.

- **Customer Engagement System**
  Implementing a Customer Engagement System throughout the ITA and managing systems and processes for continuous customer analysis and research to ensure internal and external customer needs are met.

- **Occupational Health and Safety Management System**
  Ensuring compliance to international health and safety standards OHSAS 18001 throughout the ITA and in any activities held by the ITA.

- **Environment Management System**
  Ensuring compliance to legal requirements and international environmental protection standards ISO 14001 throughout the ITA by protecting and preserving the environment from damage and minimizing the impact of ITA activities on the environment.

---

### Throughout 2015, the department achieved the following in Quality Health Safety and Environment areas:

<table>
<thead>
<tr>
<th>1. Manpower</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of employees</td>
<td>324</td>
</tr>
<tr>
<td>Hours worked (regular)</td>
<td>404,798</td>
</tr>
<tr>
<td>Sick leaves</td>
<td>738</td>
</tr>
<tr>
<td>Hours worked (overtime)</td>
<td>239</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2. Occupational Health &amp; Safety Data</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Fatality</td>
<td>0</td>
</tr>
<tr>
<td>Lost Time Injury (LTI)</td>
<td>13</td>
</tr>
<tr>
<td>Total reportable case frequency</td>
<td>1</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3. Environment Data</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of printed paper</td>
<td>207,642</td>
</tr>
<tr>
<td>Total reportable case frequency</td>
<td>240,338</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4. Audits/Inspections</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of HSE inspections planned</td>
<td>220</td>
</tr>
<tr>
<td>Number of HSE inspections conducted</td>
<td>218</td>
</tr>
<tr>
<td>Number of HSE observations found</td>
<td>196</td>
</tr>
<tr>
<td>Percentage of closed observations</td>
<td>95%</td>
</tr>
<tr>
<td>Number of HSE tours</td>
<td>45</td>
</tr>
<tr>
<td>Number of audits carried out</td>
<td>2</td>
</tr>
</tbody>
</table>
In terms of the customer engagement data, the department achieved the following:

### Customer Engagement Management Data

<table>
<thead>
<tr>
<th>3</th>
<th>4</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of internal customer satisfaction surveys for ITA projects</td>
<td>Number of external customer satisfaction surveys</td>
<td>Number of internal customer satisfaction feedback result reports generated</td>
<td>Number of external customer satisfaction feedback result reports generated</td>
</tr>
<tr>
<td>3,473 Number of customer complaint tickets through CRM system (inbound calls)</td>
<td>100% Percentage of resolved customer complaint tickets through CRM system (inbound calls)</td>
<td>71 Number of customer engagement management meetings held</td>
<td>8 Number of customer engagement management training session conducted</td>
</tr>
</tbody>
</table>